



POLICY CHANGE NOTICE

EFFECTIVE JANUARY 1, 2014

UTILITY BILLING & COLLECTIONS

What is the Administrative Fee for New Services?

Answer: \$10.00 Water & Sewer
\$10.00 Garbage
\$10.00 Electric

When a Deposit is Required for Electric, Water & Sewer and Garbage Services, What is the Amount and When Is it Due?

Answer: \$450.00 due at the time service is requested (installments not accepted)

What is the Deposit for Water & Sewer Accounts only? (No Electric)

Answer: \$100.00.

Can I Get My Deposit Back?

Answer: Yes, after five(5) years on all accounts in good standing (no late fees or disconnects).

If I request service reconnection after normal business hours, is there a fee?

Answer: Yes, a \$25.00 fee will be required on all reconnections between the hours of 4:00 p.m. and 8:00 p.m.

Extension Policy

One Extension may be granted in a calendar year (January to December)

Deposit Refund Policy

Deposits will be refunded after five (5) years on all accounts in good standing with the City (no disconnections or late fees).

The \$50.00 Administrative Fee for Accounts Appearing on the Cut Off List

This fee has been eliminated.

Account Reconnection Fee

A reconnection fee of \$75.00 will be required on all accounts where services have been disconnected as a result of non-payment (for reconnections up to 4:00 p.m.)

Adult must be present to reconnect unless a waiver is signed.

2nd Trip Charge for Required Services

An adult must be at home in order for services to be connected unless a waiver is signed. A 2nd trip charge of \$50.00 will be assessed for connection of any utility service.

POLICY CHANGES EFFECTIVE FEBRUARY 2014

Late Fee Policy

A \$15.00 late fee will be applied to all accounts not paid by the due date.

Payment of Past Due Balances

All past due balances, regardless of amount, must be paid prior to reconnection of utility service.

Reprinting of Bills

Maintain a copy of your bill; the reprint charge is \$5.00.

Adopted by Franklin City Council
November 25, 2013

Notice: This is a summary of changes to the City's Utility Billing & Collection Policies and does not represent all policies. The entire policy is available on the City's website at www.franklinva.com or from Utility Billing Customer Service.